

**2012 State Damage Prevention Program Grants Final Report
CFDA Number: 20.720**

Award Number: DPTPH56-12-G-PHPS13

Project Title: Pennsylvania One Call System Inc. State Damage Prevention

Date Submitted: September 30, 2013

Submitted by: Sherry Harim

Specific Objective(s) of the Agreement

Under this grant agreement, the POCS will:

- Develop and implement methods for effective communication
- Support a Damage Prevention Education Program for industry stakeholders
- Review the Effectiveness of Damage Prevention Programs

Workscope

Under the terms of this grant agreement, the Grantee will address the following elements listed in 49 USC

§60134 through the actions it has specified in its Application.

- *Element (1):* Participation by operators, and other stakeholders in the development and implementation of methods for establishing and maintaining effective communications between stakeholders from receipt of an excavation notification until successful completion of the excavation, as appropriate.
- *Element (4):* Participation by operators, excavators, and other stakeholders in the development and implementation of effective employee training programs to ensure that operators, the once call center, the enforcing agency, and the excavators have partnered to design and implement training for the employees of operators, excavators, and locators.
- *Element (9):* A process for review and analysis of the effectiveness of each program element, including a means for implementing improvements identified by such program review.

Accomplishments for the grant period (Item 1 under Agreement Article IX, Section 9.02 Final Report: “A comparison of actual accomplishments to the objectives established for the period.”)

Element 1 – Effective Communications

In an effort to gather data to use towards and analysis of what causes damages to underground facilities, Pennsylvania One Call System, Inc. (POCS) began making calls to the excavators/callers that placed a damage ticket with the center. These calls actually began prior to the grant being awarded. The thinking was to gather and compile the data. Once the data could be analyzed the design of the booklet and the training presentation could be developed. The Business Analyst and Programmer Analyst reviewed/analyzed the data in an effort to determine where to begin in implementing a program to educate the stakeholders.

Our Business Analyst put together a training presentation. The presentation is 30 minutes and given at each of our Safety Day events presenting the ease and use of “The Pennsylvania Damages Database”. Encouraging individuals to get involved. Attending the 30 minute presentation teaches the benefits and advantages of contributing to the

Pennsylvania Damages Database (PDD) to reduce damages to Pennsylvania's critical infrastructure. This presentation was used as the basis for development of the booklet.

Element 4 – Effective Employee Training

POCS opted to design a booklet instead of a brochure to explain the reasons why the stakeholders should use the PDD system. The booklet was designed to help the excavator and facility owner understand the ease of use of the PDD system along with the reason why to makes sense to use. The booklet was mailed to all callers and facility owners late summer 2013. POCS anticipates seeing an increase in the number of participants. The booklet encourages stakeholders to participate in the application by adding their voice. Tell your story to help make digging safer for all as well as protecting valuable infrastructure. There are step by step instructions.

Element 9 – Damage Prevention Program Review

After review of the initial design of the PDD brochure POCs opted to combine the brochure with the member handbook, by making a booklet explaining how to use the Pennsylvania Damages Database system. The goals of the Pennsylvania Damages Database are to:

- Provide an easy way for stakeholders to tell damage and near-miss stories
- Study collected data for trend analysis and other key findings, identify areas of improvement to focus programs and resources for the greatest damage prevention impact
- Serve as Pennsylvania's clearinghouse for damage data collection and analysis
- Foster shared responsibility to protect underground facilities and human lives

The PDD booklet will become part of the member handbook.

Quantifiable Metrics/Measures of Effectiveness (Item 2 under Article IX, Section 9.01

Project Report: "Where the output of the project can be quantified, a computation of the cost per unit of output.")

The Pennsylvania Damages Database presentation was given 6 times at each of the 3 Safety Day Events, with time allotted afterward for question and answer session. This presentation was used as the starting point in developing a booklet. Once the booklet was designed and printed it was distributed to every individual that attended the presentation. The booklet will continue to be distributed to the up-coming year's presentations. The booklet was mailed to every facility owner member and caller that has placed a damage notification within the last year, totaling an outreach in public education of 13,026. The mail piece was sent late summer. Currently there are 271 users of the PDD system, from 171 last year at this time. With the education at each of our events and the mailing of the brochure POCS will continue to see an increase in the number of users. POCS will also continue to evaluate the damages that are reported via PDD and our call center.

Issues, Problems or Challenges (Item 3 under Article IX, Section 9.01 Project Report: "The reasons for slippage if established objectives were not met.")

There are no issues, problems or challenge to the report.

Final Financial Status Report

The final financial report has been sent as a separate attachment to the AA.

Requests of the GOTR and/or PHMSA

No actions requested at this time.